a uanah ma	of_10
Amacining	····
Page	0r/

		r –	Ι	
<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Ava
 My system was installed and ready for operation on time and within budget, as specified in the project contract. 	3			
The new system was integrated well with my existing systems with no major conflicts.	2			
 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures. 	3			
4helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by met all of my organization's expectations.	3			
System users are generally satisfied with the new system's functionality and performance.	3		·	
7. Any problems encountered by the new system were quickly diagnosed and corrected by	3			
8. System change orders were promptly implemented and reasonably priced.	.3			
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by	3			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	3		-	
	· · · · · · · · · · · · · · · · · · ·			

····			coring Scale	,	
Strongly Disagre	e Disagree	Neutral	Agree	Strongly Agree	
0	1	2	3		

The contacted references also had the following to say:

	<u> </u>		
ine most positive thing	can say about	s system implementation is	· · · · · · · · · · · · · · · · · · ·
1 System	installed	works well for u	る ・
2 '			

The most negative thing I can say about	's system impleme	entation is:	
1 The system did not fit	well wie	pritick	eguipment
2 but that was work	ed out. ')	Φ'

Jim Creighton, Glynn Co. - Georgia

TCI

, 				
<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	2			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4 helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by met all of my organization's expectations.	Ч		1	Γ.
System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	3			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by	4			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	3			
· · · · · · · · · · · · · · · · · · ·	100 miles 100 miles 100 miles			

			<u> </u>	coring Scale	
St	rongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about ______ 's system implementation is:

1 The equipment works great for our needs
2

The most negative thing I can say about ______'s system implementation is:

1 Some min or bugs, but were corrected.

Larry Wright - Talladega County, AL

<vendor here="" name=""></vendor>		<u> </u>		
	Ref A	Ref B	Ref C	Avg
 My system was installed and ready for operation on time and within budget, as specified in the project contract. 	3.5			
2. The new system was integrated well with my existing systems with no major conflicts.	3			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4 helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by met all of my organization's expectations.	3			
System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	3			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3		-	
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2.			
13. On-going maintenance costs were identical to the prices originally bid by	3			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	3.5		-	
	2 3 4		enter's	

			\$	coring Scale	,	
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
L	0	1	2	3	4	

The contacted references also had the following to say:

The most positive thing I can	say about's system the box thinkers -	krintementation is	
The over Audial	Had be Willetake	anplomontation is,	
1 I NE CARE OWN OF	The wax thinkers -	move thom	

2 Saved Money for local Govt.

3. Very User friendly.

The most negative thing I can say about _____ __'s system implementation is:

1 French to English translation on written user manuals 2 were very poorly translated. This problem was fixed

Saralyn Hayes Mid American Regional System

CML/AK Associates

Attac	hmen	t#	8	_
Page	4	of	10	_

<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4+			
4 helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by met all of my organization's expectations.	4			
System users are generally satisfied with the new system's functionality and performance.	4			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	4			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	.4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	.4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	.4			
13. On-going maintenance costs were identical to the prices originally bid by	4			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	.4			1

		S	coring Scale		
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
0	1	2	3	4	

The contacted references also had the following to say:	
The most positive thing I can say about 's system implementation is: 1 Backroom equipment 13 the best 2 People with UML are very professional + thro	ugh.
The most negative thing I can say about 's system implementation is: 1 11 Tough to come up with a negative state 2	
-	25

Raymond Labelle Rhode Island State PBAP over a million calls handled yearly. 2

CML

<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
 My system was installed and ready for operation on time and within budget, as specified in the project contract. 	4			
The new system was integrated well with my existing systems with no major conflicts.	4			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4helped in solving problems encountered during the implementation of the new system.	#			
5. The system installed by met all of my organization's expectations.	3	(T	L'
6. System users are generally satisfied with the new system's functionality and performance.	H			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	.4			
8. System change orders were promptly implemented and reasonably priced.	. 4			L _
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	None	ne	eekc	40
13. On-going maintenance costs were identical to the prices originally bid by SPRINT	1	1	Line	.1
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	4			1
		F		

			Scoring Scale	•	
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
0	1	2	3	4	

The contacted references also had the following to say:

1 Willingness to Support and Standby equipment in dealing with any problems.

The most negative thing I can say about ______ 's system implementation is:

1 "Can't say anything negative about cml."

25

Georgia Baggett - Okaloosa Co. Florida

Page 2

Sociat (Pasitor

Attachment # 8
Page 6 of 70

<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4 helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	3			
8. System change orders were promptly implemented and reasonably priced.	2	l		
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			ļ
10. Administration and Maintenance training provided by was adequate for my organization's needs.	a			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by	4		ļ <u>.</u>	
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	3		<u>.</u>	
			1 1 1 1 1 1	

 Scoring Scale								
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree				
 0	1	2	3	4				

The contacted references also had the following to say:

The most po	sitive thing i	can say a	bout	' 3 Sys	stem imph	ementation is:
			_	•		

- 1 Time Line was meet.
- 2 Look of the communications center is great

The most negative thing I can say about _ __'s system implementation is:

- 1 Sprint maint. 15sues very trying at times. 2 difficulty resolving mapping issues.

25

Marie Kenum

Sumter County Horida,

<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.				
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3	<u> </u>		
4 helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by met all of my organization's expectations.	3			
System users are generally satisfied with the new system's functionality and performance.	2			
7. Any problems encountered by the new system were quickly diagnosed and corrected by	3			
8. System change orders were promptly implemented and reasonably priced.				
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	l			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	1	·		
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by	3			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	2			

 Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	· · ·
 0	1	2	3	4	
The contacted refere	ences also had	the following	to say:		
 The most positive the	ing i can say a	bout	's system im	plementation is:	
1			<u> </u>	•	
2					
The most negative the 1 Lack of	ning I can say a	about	's system in tech's 4	nplementation is: from Sprint i	working on
2	1				System.

Scoring Scale

Sandy Mercer - Polk County Florida

2

Sprint Position

<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	Avg
 My system was installed and ready for operation on time and within budget, as specified in the project contract. 	ಇ			
The new system was integrated well with my existing systems with no major conflicts.	1			
3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	2			<u> </u>
4 helped in solving problems encountered during the implementation of	3			
5. The system installed by met all of my organization's expectations.	2	<u> </u>		<u> </u>
6. System users are generally satisfied with the new system's functionality and performance.				
7. Any problems encountered by the new system were quickly diagnosed and corrected by	1			
8. System change orders were promptly implemented and reasonably priced.				<u> </u>
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	3			
 Software bug corrections were provided in a timely manner and solved the identified problems. 	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	a			
13. On-going maintenance costs were identical to the prices originally bid by	1			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	<u>ا</u> ک			
		F	THE PARTY	

		S	coring Scale		
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
0	1	2	3	4	

0	1	2	3		
The contacted refe	erences also h	ad the followi	ing to say:		
 The most positive				rimplementation is:	
The most negative 1"No Pex 2. Feel 3	thing I can so Sonal like I	ey about Control - get -	act w/s	n implementation is: Sprint." Laround Con	stantly"25
U	ristin	ne D	aniels	- Jackson C	lo. Florida

Sprut / position				
<vendor here="" name=""></vendor>	Ref A	Ref B	Ref C	QVA
My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major	3			
conflicts. 3 designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4 helped in solving problems encountered during the implementation of	a			
the new system. 5. The system installed by met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and	3			
performance. 7. Any problems encountered by the new system were quickly diagnosed and				
8. System change orders were promptly implemented and reasonably priced.	3		<u> </u>	
User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by was adequate for my organization's needs.	2			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	0			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	0			
13. On-going maintenance costs were identical to the prices originally bid by	3			
14. I am satisfied with the products and services received from and would recommend their products and service to my peers.	3			
Would recommend their products and services to the product of the			A TALL	

		S	coring Scale	<u> </u>	
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
0	1	2	3		

The contacted references also had the following to say:

	<u> </u>		
The most positive thing	ı can say about	S S	ystem implementation is:
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	. l * 1	1	

1 meet schedule w/equipment. 2 Positron is great, any problems w/equip I call positron direct.

The most negative thing I can say about ______'s system implementation is:

1 Maintenace provided by Sprint.

Frank Kirk Sominole County Florida

designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures. helped in solving problems encountered during the implementation of the new system. The system installed by met all of my organization's expectations. System users are generally satisfied with the new system's functionality and performance. Any problems encountered by the new system were quickly diagnosed and corrected by was adequate for my organization's needs. System change orders were promptly implemented and reasonably priced. System change orders were promptly implemented and reasonably priced. System change orders were promptly implemented and reasonably priced. May be system cutover was acceptable. The time between the end of training and the system cutover was acceptable. The time between the end of training and the system cutover was acceptable. The time between the end of training provided by was adequate for my organization's needs. Software bug corrections were provided in a timely manner and solved the identified problems. Software version updates were provided in a timely manner and provided the enhancements requested by system users. Comparison and maintenance costs were identical to the prices originally bid by 3 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:					$oldsymbol{\sim}$	LOSIAG	int 1	Spr		
pecified in the project contract. 2. The new system was integrated well with my existing systems with no major conflicts. 3	f C Avg	Ref C	Ref B	Ref A		Here>	r Name	Vendo	<	
2. The new system was integrated well with my existing systems with no major conflicts. 3. designed and implemented the new system around my organization's aneeds. We did not have to significantly change our operating procedures. 4. helped in solving problems encountered during the implementation of the new system installed by met all of my organization's expectations. 5. The system installed by met all of my organization's expectations. 6. System users are generally satisfied with the new system's functionality and performance. 7. Any problems encountered by the new system were quickly diagnosed and corrected by was adequate for my organization's needs. 7. Any problems encountered by the new system were quickly diagnosed and corrected by was adequate for my organization's needs. 7. Lest training provided by was adequate for my organization's needs. 7. Any problems encountered by the new system cutover was acceptable. 9. User training provided by was adequate for my organization's needs. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the tidentified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0				W				tract.	ad in the project cont	nacifia
designed and implemented the new system around my organization's heeds. We did not have to significantly change our operating procedures. helped in solving problems encountered during the implementation of the new system. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. The system installed by met all of my organization's expectations. Any problems encountered by the new system were quickly diagnosed and corrected by. System change orders were promptly implemented and reasonably priced. The time between the end of training and the system cutover was acceptable. Administration and Maintenance training provided by meas adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. System cutover was acceptable. The system c	Found	G	From	Litt -			tegrated well v	new system was int	2. The
the new system. 5. The system installed by met all of my organization's expectations. 6. System users are generally satisfied with the new system's functionality and performance. 7. Any problems encountered by the new system were quickly diagnosed and corrected by 8. System change orders were promptly implemented and reasonably priced. 9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				3	y organization's dures.	tem around merating proce	the new sys	implemented significantly	designed and	3
5. The system installed by met all of my organization's expectations. 3. System users are generally satisfied with the new system's functionality and performance. 7. Any problems encountered by the new system were quickly diagnosed and corrected by 8. System change orders were promptly implemented and reasonably priced. 9. User training provided by was adequate for my organization's needs. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 3 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				3	plementation of	during the in	encountered	ving problems	helped in solv	h
S. System users are generally satisfied with the new system's functionality and performance. 7. Any problems encountered by the new system were quickly diagnosed and corrected by 8. System change orders were promptly implemented and reasonably priced. 9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by and would recommend their products and services received from and would recommend their products and service to my peers. Strongly Disagree Disagree Neutral Agree Strongly Agree O 1 2 3 4 The contacted references also had the following to say:			Ι	1	xpectations.	rganization's	et all of my o	m	system installed by	5 The
7. Any problems encountered by the new system were quickly diagnosed and corrected by 8. System change orders were promptly implemented and reasonably priced. 9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Strongly Disagree Disagree Neutrel Agree Strongly Agree O 1 2 3 4 The contacted references also had the following to say:				١	tionality and	system's fund	with the new	rally satisfied	stem users are gener	6. Sys
8. System change orders were promptly implemented and reasonably priced. 9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				٥					problems encounte	7. Any
9. User training provided by was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable. 10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree The contacted references also had the following to say:				2	bly priced.	d and reasons	/ implemente	were promptly	tem change orders	8 Sve
10. Administration and Maintenance training provided by was adequate for my organization's needs. 11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 1 The contacted references also had the following to say:				0	ization's needs. acceptable.	e for my orgar <u>cutover was a</u>	was adequat d the <u>system</u>	of training an	er training provided be the between the end	9. Use
11. Software bug corrections were provided in a timely manner and solved the identified problems. 12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				0	_was adequate	d by	ining provide	aintenance tra	dministration and Ma	10. Ac
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users. 13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				2	d solved the	ely manner an	ided in a tim	ons were prov	oftware bug correction	11. Sc
13. On-going maintenance costs were identical to the prices originally bid by 14. I am satisfied with the products and services received from and would recommend their products and service to my peers. Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				2	nd provided the	ely manner ar	vided in a tim ers.	ates were provided by system use	oftware version upda	12. S
Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				3	ally bid by	e prices origir	dentical to th	e costs were	n-going maintenance	13. O
Scoring Scale Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:				+ +_	and	elved from peers.	services rec ervice to my	products and so	am satisfied with the recommend their pro	14. I a
Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:	ATPA	发								
Strongly Disagree Disagree Neutral Agree Strongly Agree 0 1 2 3 4 The contacted references also had the following to say:			<u>.</u>							
O 1 2 3 4 The contacted references also had the following to say:					Strongly Ass			Discours	Ohne de Diesers	
The contacted references also had the following to say:					Suorigly Agr			Uisagree 4		
The most positive thing I can say about's system implementation is: 11 Nothing Positive to Say!"					plementation is:	's system ir	the following	hing i can say a	The contacted reference	

the most negative thing I can say about ______'s system implementation is:

1 Sprint Installed System and basically disappeared. The most negative thing I can say about _____

Juan Botino Madison County Florida, 5 Currently in Neg WCMLIAK 2